OBSERVATION REPORT #22

KPMG Consulting has observed inconsistent Daily Usage File (DUF) record types for twenty (20) Operator verification/interruption of local telephone calls.

Issue

During the period of September 7-12, 2000, KPMG Consulting completed 1679 test calls for the New Jersey DUF Test with Verizon later providing the DUF records for these calls. Through evaluation of these DUF records, KPMG Consulting has observed inconsistent DUF record types for twenty (20) operator verification/interruption of local telephone calls. According to the EMI standard,[1] an operator verification/interruption of a local call should produce one DUF record (either record type 100135 for operator verification, or record type 100137 for operator interruption). However, KPMG Consulting observed twenty (20) instances where two DUF records were created for the same call. Along with the expected (EMI record 100135 or 100137) record, an additional record (EMI record type 100101) was created. One hundred other instances of operator verification/interruption calls were observed where one record was produced as expected.

As a result, the DUF records produced by Verizon appear to be inconsistent for operator verification/interruption of local calls.

Percent of Error:
- Out of a total number of one hundred twenty (120) operator verification/interruption of local calls, twenty (20) errors as previously described above were detected. This provides an error rate of seventeen percent (17%).

Three representative examples are detailed below:

EMI Record Type	Record Date	From Number	To Number	Initiation	MOR	File Name
100101	9/8/2000	8568104360	8568104356	10:19:02	22	BADUFNJ.U1ZPSC.0428.10341021900002a000
100135	9/8/2000	8568104360	8568104356	10:19:02	22	BADUFNJ.U1ZPSC.0428.10341021900002a000
100101	9/11/2000	6094042827	6094042859	13:58:41	22	BADUFNJ.R1ZPSC.0428.25241021900002a000
100135	9/11/2000	6094042827	6094042859	13:58:41	22	BADUFNJ.R1ZPSC.0434.63752291900002a000
100101	9/12/2000	2013866279	2013866261	9:35:50	22	BADUFNJ.A2ZPSC.0429.7000912900002a000
100135	9/12/2000	2013866279	2013866261	9:35:50	22	BADUFNJ.A2ZPSC.0429.7000912900002a000

Assessment

Verizon documentation does not indicate the creation of two DUF records for operator verification/interruption of local calls. The generation of two DUF records will result in double billing for the CLECs.

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[1] Exchange Message Interface (EMI) ver 17 rev 1 issued April 2000

This observation report is for discussion purposes only and subject to change without notice.